

Wasatch County Hospital

Nursing Staff =

Licensed Practical Nurses

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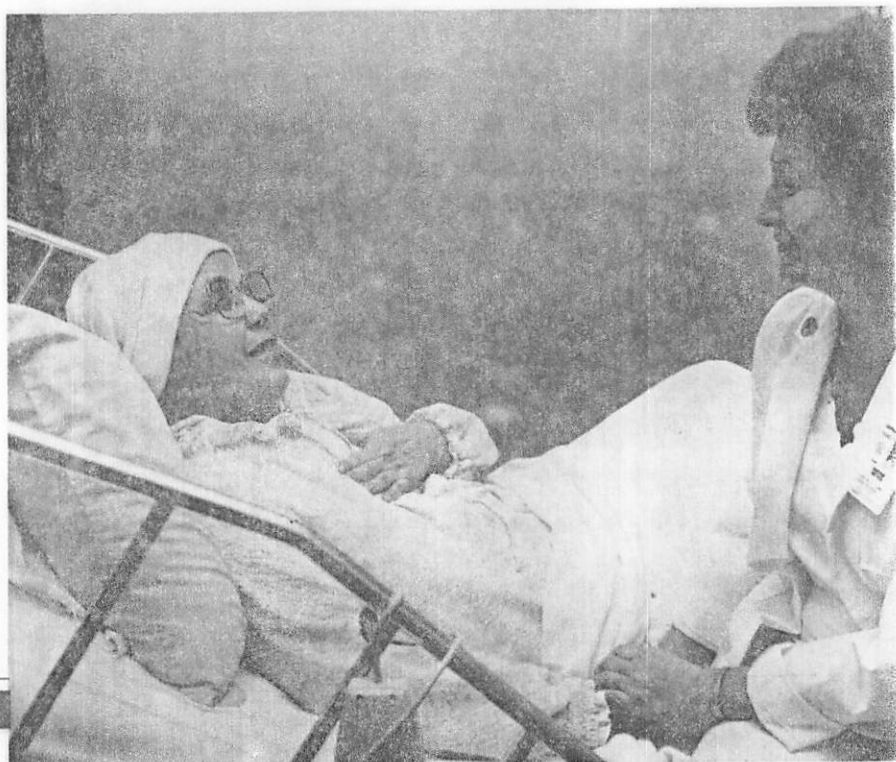
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Nursing Staff
Wasatch County Hospital
List of Licensed Practical Nurses

Names:	FGS	Pict	Hist
<p><u>LPN'S</u></p> <p>BENSON, Ellen 654-3115</p> <p>CLYDE, Susan 654-4068</p> <p>COX, Liesa 654-2891</p> <p>COWDEN, Karen 829-3717</p> <p>CRAIG, Joyce 654-3367</p> <p>FILLMORE, Helen 654-2637</p> <p>HILTON, Barbara 654-4433</p> <p>JACKSON, Regina 654-0224</p> <p>PEACOCK, Tonya 654-3597</p> <p>NELSON, Judy 654-4378</p>			

It takes more than just physical care to build the kind of rapport that can speed a patient's recovery, Flo Lamb tells new nurses. She believes the nurse-patient relationship teaches more than a person can get from books.



Listening Is Caring

"The most important thing a nurse or anyone can do for a patient is to listen," says Flo Lamb, head nurse on University Hospital's surgery unit.

"People who care learn to meet a sick person's needs without always asking what those needs are, by watching what is happening to the patient, listening to what he or she is saying or not saying and then acting on that information," Flo says.

What a patient doesn't say often is more important than what he or she does say, Flo believes. "It's best for people — not just sick people, but everyone — to ask for help when they need it. No one knows everything. None of us can be 'Super Nurse.' It's the person, whether colleague or patient, who doesn't ask for help that we should watch carefully and be concerned about," the veteran nurse emphasizes.

"If you have a feeling about someone, that he or she needs something, talk to that individual, listen, try to draw that person out while you're going about giving the physical care," Flo suggests to new nurses.

Nurses must continually remember that their patients are ill, that what they are seeing and hearing is not the patient's normal behavior, the head

nurse says. "We constantly must try to understand what they are going through, to really hear what they are saying — to put ourselves in the patient's place and try to feel what is happening to that individual physically and emotionally," she explains.

"Many times, our own feelings influence what is said to the point that we hear something quite different from what the individual actually said. A good technique for nurses is to repeat back what they think they heard and then ask the patient if that is, in fact, accurate," Flo stresses.

"This is tough when we're busy, but it's important that we make time for it, even if we have an especially heavy work load and we're tired. When we do this, our attitudes change — patience increases and our compassion grows," she says.

"If we tell our patients we will be back, we must go back even if it means going after work. Not keeping that simple promise of 'I'll be back' means they can't trust us," emphasizes the head surgical nurse. "If they feel they can't trust us, then we don't have a meaningful rapport with them and that could hamper their recovery.

"We must guard against burn-out," Flo stresses. "The nursing profession



Rogers Jackson LON
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John A. Anderson
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